



TERMS AND CONDITIONS FOR HOLIDAY CAMPS

SPORTITUDE LTD

This policy was adopted by: Sportitude Ltd	Date: 15/2/24
Next review due	Date: 14/2/25
Next review due	Date 14/2/26
Signed by:	Signed: <i>F Dean</i>





Bookings, Payments and No-Shows

Pebble

Privately paid bookings can only be made through the dedicated booking site, which can be accessed through [Pebble](#)

Bookings will only be confirmed once the full payment has been made.

Bookings will only be confirmed if all the information requested in the booking process, such as emergency contact details, any medical requirements and allergies have been provided.

We do not currently accept any form of voucher such as Childcare Vouchers or Tesco Clubcard. Credit notes issued by Knockhatch, cannot be redeemed against the Holiday Club.

EEQU

Funded spaces can only be made through the dedicated booking site, which can be accessed through <https://eequ.org/sportitude>

Bookings will only be confirmed once it has been approved by East Sussex Council and Sportitude. You will get a confirmation email once approved. Please check your confirmation carefully to make sure you know which days you have been allocated.

Bookings via EEQU are subject to our No-Show policy - detailed below.

No-Show Policy

A no-show is defined as a child who is booked into a day at one of our HAF Camps but does not attend, nor is the booking cancelled in advance. At every round of Holiday Camps, the HAF program sees thousands of pounds worth of funded places go unused through no-shows. Not only is this a waste of resources, but it denies those families on the waiting list the opportunity to use these provisions.



On the first occasion that a child is booked into a Camp, but does not turn up nor cancel, the parent/carer associated with the booking will receive a first warning text.

If the same child no-shows a second time, within a calendar year, the adult associated with the booking will receive a final warning text.

Finally, should a child no-show for the 3rd time (within 1 calendar year) that child will have any further existing bookings cancelled.

Furthermore, said child will not be able to be registered for the Sportitude HAF funded provision.

Please note that any child who is more than 30 minutes late, and Sportitude are not notified in advance, will also be considered a no-show.

Note that should your child fall foul of Sportitude's 3 strike rule, they will still be eligible to book with alternative HAF providers in the local area during the 12 month suspension period

There will be no consequences for cancelled bookings, as long as Sportitude are notified no more than 30 minutes after the advertised start time for the Camp.

HOW TO CANCEL A BOOKING:

- On your Eequ account/portal
- By emailing bookings@sportitude.org.uk
- By phoning or texting Sportitude on 07716847702/07796892627

Please ensure that your communication makes it clear which child(ren) you are withdrawing, for which day(s) and please state your name.



Cancellation and Refund Policy (C4K ONLY)

If your child does not attend a session, and we are informed no more than 30 minutes after the start of camp, we will offer a choice of:

1. **A discount-code for the full value of the cancelled booking, which will expire at the end of the academic year (August 31st)**
2. **A refund for the value of the booking (minus 10% to cover administration fees)**

If you do not inform us, or inform us too late we will not be able to offer you any form of refund/discount voucher.

We reserve the right to refuse or cancel bookings. When a child is excluded from the camp, due to their conduct, no refunds will be issued, and we reserve the right to cancel any further bookings and/or reject any future ones. However, we will only take these measures after consultation with parents/carers. If it is for other reasons, a discount voucher or full refund will be issued.

If you would like to discuss this further, or a specific situation, please contact bookings@sportitude.org.uk where our team will discuss further options.

Data Sharing Consent

When making a booking for your child at a camp, please note that for the safety and well-being of your child we may need to contact your child's school for more information about your child.

This would involve sharing your child's, your details and emergency contact details where necessary.



This may be regarding absence, or how to best support your child in the camp for example.

Preparation

You will be sent full details for each camp via email, prior to the camp beginning.

Knockhatch Holiday Camps

Skiing/Tubing Waiver

Please read the waiver below before booking. By booking your child's place you are agreeing you have both read and understood the risks.

I confirm that my child is fit for Skiing/Tubing and does not suffer from back problems, a heart condition or any other medical complaint which might be affected by this activity. My child will not be under the influence of any medications or similar that could cause them to be drowsy or lethargic.

I am aware that my child is participating in an "extreme sport" and knowingly accepting the risks involved. I am aware that there is a chance that my child may fall and consequently there is a risk of bodily injury or death. I acknowledge that if my child is overweight, this may increase the dangers of the activity as explained above.

I will ensure that my child(ren) is provided with clothing which covers ALL skin- including gloves, and that my child will wear socks that cover the ankles- not trainer socks.

I acknowledge that although all efforts will be made to ensure that daily Skiing/Tubing sessions are available, in the event of the facilities being unavailable due to extreme weather or damage, alternative activities may be put in place.

The park sessions will involve groups moving around a selection of attractions with their dedicated group leader.



We cannot guarantee which attractions will be visited, nor be able to give this information in advance as it depends on which facilities are open, particularly busy, and how many groups the camp has on a particular day.

We will not be using any of the premium attractions which incur an extra charge such as the Go-Karts.

For insurance reasons, we will not be using the rowing lake.

We will not be using any attraction where a child would need swimming clothes to participate.

School Based Camps

The majority of sessions will take place outside, weather permitting. These sessions will be predominantly sport based. However, if we cannot go outside then a variety of other activities will be available, which could include, art & crafts, party games and dance etc.

Safety Precautions and Injury Disclaimer

It is the nature of sporting activities that there are likely to be trips, falls and bumps. The school will provide first-aid where required. ***Sportitude cannot accept liability for any injuries suffered during the normal course of games and activities that happen at the camps.***

All camps are differentiated/adapted depending on age group and ability. If you have any concerns relating to an individual sport please contact us directly.

By booking your child(ren) on any of these clubs, you are acknowledging that you have read, understood, and agreed to all the guidance and disclaimer.



Children with Additional Needs

Sportitude is proud to be an inclusive provider. We have a team of experienced, skilled professionals who can manage most individual needs.

For us to meet the needs of all participants, it is vital that any specific requirements are communicated at the time of booking.

Sportitude customers agree to provide, at time of booking, all information regarding your child's additional needs. A child is considered to have additional needs when they cannot reasonably be expected to take part in all standard group activities (including sporting endeavours) and lunch, without specific measures being put in place.

The following are examples where a child would be considered to have additional needs. This list is not exhaustive

- Wheelchair user or other mobility challenges.
- Difficulties with verbal communication.
- A diagnosed, or suspected, neural processing difficulty such as Autism or ADHD.
- A child who cannot visit the toilet unaided.
- Aggressive, violent, or a flight risk.
- In receipt of an Educational Health Care Plan/ Addition Needs Plan
- Specific nutritional requirements including religious observation and allergies.
- Specific medical requirements

You acknowledge that should your child require additional support at a club, and you have not explained this in your booking, Sportitude reserves the right to request your child is collected immediately. This is to guarantee the safety of all persons on site, to ensure legal and insurance compliance, and the quality of what we deliver.

Such a decision would not be taken lightly, but if a child attends a club without their specific requirements being explained in advance, Sportitude may not have the necessary staff numbers/expertise on site.



Medication

All medication must be signed in and out, in the original packaging with the doctor's name on it, dosage and instructions. We can only handle medication that has been prescribed by the child's Doctor.

Uncollected Children

If a child is not collected, and the parent or carer has not notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives, they will be reminded that they must contact Sportitude to notify us if they are delayed

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the session leader will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact Sportitude immediately. The session leader will then try to contact the emergency contacts listed on the child's registration form.
- While waiting to be collected, staff will continue to supervise the child.
- When the parent or carer arrives, they will be reminded that they must call Sportitude to notify us if they are delayed, and that the child's place at the club will be reconsidered if they fail to collect the child at the appropriate time
- If there is no response, the session leader must contact the office and speak to either the DSL's or Directors.

Over 30 minutes late

- If the session leader has been unable to contact the child's parents or carers after 30 minutes, the session leader will contact Children's Social Care or the Police.
- The child will remain in the care of Sportitude staff, until collected by the parent or carer, or until placed in the care of social services.

Managing persistent lateness

Sportitude will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late, they may lose their place at the session.



Conduct

- We expect all children (and adults during collection) to be respectful to our staff and each other. It is our absolute priority that all participants and staff feel safe.
- We will not tolerate abusive or aggressive language or conduct.
- We will not tolerate bullying, intimidation, or discrimination of any form.
- We expect that all participants follow the rules and instructions set out by the coaches.
- We expect that all participants treat the school facilities and equipment with care.

We will operate a 3-strike policy regarding breaches of the conduct rules, where said breaches are considered minor.

If a serious breach of the conduct rules occurs, we reserve the right to exclude that participant immediately without using the 3-strike system.

Serious breaches include, but are not limited to, theft, intentionally damaging property, racist/discriminatory language, bullying, intentionally hurting another participant or staff-member and absconding from their group.

If a child needs to be excluded from the group due to their conduct becoming dangerous, a senior coach will use their discretion regarding the next steps. In these circumstances, we will contact the parent/carer to discuss how to manage the situation. Although we reserve the right to ask for the child to be collected immediately in the most serious circumstances.



Miscellaneous

We reserve the right to change the order/content of the club's activities where weather conditions, school facilities, or any unforeseen circumstances make the original plans impossible.

We reserve the right to make changes to our terms and conditions at 24 hours' notice. Where this is the case, we will inform you by email.